

APPENDIX O: (SECTION 10)

GROUP MANAGEMENT STRATEGIES THAT WORK¹⁸

STRATEGY 1: WORK AS A TEAM

When you work as a team, you send the message to the youth that what you are doing is important to everyone. Working together is more fun and decreases stress.

Strategy	Group Management-WHY	When that isn't working right...
Everyone participates.	Keeps the group involved and active.	Invite others in the room to "participate" with you and the youth.
One team member sets up the next activity while others lead an activity.	No waiting and keeps the flow of the meeting going.	As a team, review what needs to be done to get next activity ready on time.
Everyone knows their roles for each activity.	Adults and teens have equitable roles and are all involved.	Have a discussion as a team before the meeting to review group management techniques.

STRATEGY 2: USE WRITTEN PLANS

Written plans help you stay on task, minimize wait time, and let others know what is going on. Meetings and activities will flow better when you use written plans. When things do get out of control, you will be better prepared to bring them back where they belong.

Strategy	Group Management-HOW	When that isn't working right...
Team writes a plan of action for each session.	Everyone on team has input into a plan of action for each session.	As a team review what needs to be done differently.
Over plan.	Write extra activities and worksheets into the plan in case session goes too fast or some youth work faster than others.	Have an index of activities and worksheets that can be used on the spur of the moment.
Everyone who is involved in "running the show" should have the plan.	All team members can help keep group involved and active.	If a team member is not involved, work together to be inclusive. If group is not working well, review plan of action.

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STRATEGY 3: NEVER MAKE THEM WAIT

Waiting encourages inappropriate behavior. When groups of youth are un-entertained, they will find ways to entertain themselves.

Strategy	Group Management-HOW	When that isn't working right...
Be prepared.	Be prepared! Be prompt and on time! Be organized!	Arrive at least 30 minutes or more prior to start time to set up room, organize materials, etc.
	Plan so that team members take turns leading sessions so others can prepare for their next session.	Do more pre-planning to help make things run more smoothly.
	All leaders should watch and help where needed.	
	Practice your session.	May need to practice more.
Cleanup.	Have a system for getting and putting away supplies.	Have those who have finished early help others.
	Have messy youth start cleaning first.	Make a game out of cleaning.
	Have something for those to do who finish early.	Have a worksheet or activity to keep them busy.
	At the end of the session, have everyone put the room back the way it was when you arrived.	If there is a treat or their ride has arrived, remind them they need to help cleanup first.
	Give complete directions.	Quiet reminders work better than yelling.

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STRATEGY 4: USE YOUR VOICE STRATEGICALLY

There are several ways to use your voice strategically so you don't get stressed and have to resort to yelling.

Strategy	Group Management-HOW	When that isn't working right...
Never talk above their noise.	Be soft spoken. Start in a normal voice and then quiet down to a whisper.	Pause in your teaching. Keep the silence for 3 to 5 seconds and they will start to quiet down.
	Use non verbal cues to get and gain control.	Let youth know the cue: using a clicker, raising your hand, etc.
Give complete and clear directions.	Give directions BEFORE passing out any items especially distracting items (i.e. balloons, etc.).	Call the group away from the area and explain what give the directions.
	All directions should end with ACTION on the youth's part.	
	Repeat directions until everyone is done.	Circulate to make sure directions are completely understood by each participant.
	Provide written and verbal instructions when possible.	Look youth in the eye when talking with them to keep their focus and watch for clarification.
Give messages in different ways.	Use written, verbal, pictorial instructions if necessary.	
	Use the right tone of voice to fit the activity (use quiet voice for a quiet game).	

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STRATEGY 5: BE A GOOD ROLE MODEL

Being a good role model will make you and the youth feel good about working together.

Strategy	Group Management-HOW	When that isn't working right...
Be a good role model.	All team leaders must know their jobs-everyone participates.	Keep your cool; the calmer you are, the calmer they will be.
	Use positive language – both verbal and nonverbal.	Use humor.
	When it is time to clean up – you do it too.	Make clean up enjoyable by talking and making it a game.
	Listen to all sides to help youth solve their own issues.	Really listen.
	Choose your “battles” wisely.	Don't nit-pick!
	Be courteous, enthusiastic, patient!	
Show true team work with everyone – working toward the common goal of fun and learning.	Relaxation (leader may need a time out). Give them some markers and paper and let them do something else while you re-group.	

STRATEGY 6: SET GROUND RULES

Setting ground rules at the beginning of the session helps understand expectations of the entire group.

Strategy	Group Management-HOW	When that isn't working right...
Set ground rules.	At the beginning of the first session, set rules with input from entire group.	Put expectations into positive not negative statements (<i>Leave cell phones at home</i> instead of <i>No cell phones</i> or <i>Be orderly inside building</i> instead of <i>No running.</i>).
	Rules need to be clear and consistent.	Include praise to reinforce positive behavior.
	Use “I” messages to explain behavior you expect.	Example: When I have to stop talking because you are talking, I get very frustrated. Is there some way I could make this more interesting for you or have I done something to make you not want to listen?
	Handle problems calmly and quietly.	Misbehavior should not be rewarded by becoming focus of attention. Monitor activity by moving around and being attentive to all participants.